

DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF LABOR STATISTICS & RESEARCH

455 Golden Gate Avenue, 8th Floor
San Francisco, CA 94102

ADDRESS REPLY TO:

San Francisco P.O. Box 420603
CA 94142-0603



SCOPE OF WORK PROVISIONS

FOR

TELEPHONE INSTALLATION WORKER

IN

IMPERIAL, RIVERSIDE, VENTURA, ALAMEDA, CONTRA COSTA,
LOS ANGELES, MARIN, ORANGE, SAN DIEGO, SAN FRANCISCO,
SAN MATEO, SANTA CLARA, ALPINE, BUTTE, CALAVERAS,
COLUSA, EL DORADO, FRESNO, GLENN, HUMBOLDT, KERN,
KINGS, LAKE, LASSEN, MADERA, MARIPOSA, MENDOCINO,
MERCED, MODOC, MONTEREY, NAPA, NEVADA, PLACER,
PLUMAS, SACRAMENTO, SAN BENITO, SAN JOAQUIN, SAN LUIS
OBISPO, SANTA CRUZ, SHASTA, SIERRA, SISKIYOU, SOLANO,
SONOMA, STANISLAUS, TEHAMA, TRINITY, TULARE,
TUOLUMNE, YOLO AND YUBA COUNTIES

RECEIVED
Department of Industrial Relations

MAR 18 1991

Office of Labor Statistics & Research
2000 L Street, N.W.
Washington, D.C. 20540

CONTRACT BETWEEN
PACIFIC BELL/NEVADA BELL AND
COMMUNICATIONS WORKERS OF AMERICA

TABLE OF CONTENTS

	<u>PAGE</u>
TABLE OF CONTENTS	i
PREAMBLE	1
ARTICLE 1 - RECOGNITION	1
ARTICLE 2 - FORCE ALLOCATION	3
2.01 Employment Security Commitment	3
2.02 Employee Career Development Program	3
2.03 Career Development Action Committee	4
2.04 Upgrades, Transfers and Changes of Shifts	5
2.05 Force Balancing	8
2.06 Force Movement	10
2.07 Voluntary Income Security Benefits (VISB)	20
2.08 Relocation Expense	22
2.09 Assignment of Headquarters	23
ARTICLE 3 - COMPANY-UNION RELATIONS	27
3.01 Responsible Relationship	27
3.02 Meetings Between Union and Management Representatives	27
3.03 Time Off for Union Activities	29
3.04 Union Activities on the Companies' Premises	33
3.05 Bulletin Boards	34
3.06 Union Security	35
3.07 Payroll Deduction of Union Dues	36
3.08 Non-Discrimination	38
3.09 Federal or State Laws	38
ARTICLE 4 - JOB TITLES AND CLASSIFICATIONS	39
4.01 New Job Titles and Job Classifications	39
4.02 Assigning Titles	40
4.03 Part-Time, Term, Temporary and Occasional Employees	41
ARTICLE 5 - WORK ADMINISTRATION, COMPENSATION, AND SPECIAL PAYMENTS	45
5.01 Wage Schedules and Payments	45
5.02 Relief Differentials	48
5.03 Shift Differentials	48
5.04 Special City Allowance	49
5.05 Overtime and Call-Outs	51
5.06 Expense Allowance	54
5.07 Plan for Employees' Pensions, Disability Benefits and Death Benefits	56

35-X-1
COMMUNICATIONS TECHNICIAN
(ELECTRO-MECHANICAL)
*CUSTOMER SERVICES ORGANIZATION
TIME-IN-TITLE 24
MECHANIZED JOB GROUP
CODE 05
JOB DESCRIPTION NO. 01235

*WAGE SCHEDULE

WS12

PHYSICAL CLASSIFICATION

II (medium)

HOURS

Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.

TRAINING

On-the-job and formal classroom training. May include training at distant locations. Training may include trainee evaluation.

REQUIREMENTS

1. May require a valid California/Nevada Driver License (should be shown on requisition).
2. Ability to perceive differences in wire and cable colors. Shown on requisition.
3. Previous training or work experience in the electrical or electronic field or in computer maintenance and repair.

SIGNIFICANT
ADDITIONAL FACTORS
(Category 1)

- Includes individuals who:
- o Require no training other than normal orientation, i.e., Communications Technician (Electro-Mechanical).
 - o Have significant additional factors related to the job requested, e.g., experience as a Communications Technician (any discipline).

*SUBSTANTIAL
ADDITIONAL FACTORS
(Category 2)

- Individuals who have additional factors related to the job requested that will substantially reduce the amount of training required to do the requested job, e.g., experience as a:
- o Communications Technician (Toll)
 - o Facilities Technician
 - o Systems Technician
 - o Services Technician
 - o Splicing Technician
 - o Testing Technician

COMMUNICATIONS TECHNICIAN
(ELECTRO-MECHANICAL)
*CUSTOMER SERVICES ORGANIZATION

LOCATION

Companywide

TESTS

Technical Telephone Ability Battery.
Electronic Systems Minicourse (ESM) may
or may not be required based on specific
functions of the job and candidate's
previous work experience/training. (See
Testing Information Section)

TASKS AND DUTIES

Duties may include some, but not all, of the following:

1. Repairs and maintains telephone switching equipment in central office.
2. Locates trouble by inspecting and testing equipment and analyzing test data, trouble reports and computer diagnostics or printouts.
3. May perform many tedious, repetitious test procedures to locate trouble.
4. Clears trouble by cleaning, adjusting, or replacing equipment; or by computer input commands; repairs faulty wiring.
5. Performs routine equipment maintenance such as inspecting, cleaning, testing and lubricating.
6. Keeps detailed record of nature of work and item of equipment involved.
7. Observes important housekeeping and safety standards.
8. Could be sent to work in offices other than regular assigned office which may require driving of Company vehicle between locations. Ability to drive a manual transmission may be required.
9. Tests and controls equipment using computer input/output devices such as teletypewriter and video display terminal.
10. Uses measuring devices and meters weighing up to 60 lbs., in testing of new service.
11. Uses various equipment to isolate trouble, and coordinates trouble clearing with other, often distant offices and outside repair forces.
12. Some specialized groups may perform corrective/preventive maintenance and analyze computer printouts to trouble shoot operational and data problems.

COMMUNICATIONS TECHNICIAN
(ELECTRO-MECHANICAL)
*CUSTOMER SERVICES ORGANIZATION

NETWORK TERMINAL EQUIPMENT CENTER (NTEC)

1. Performs the hands-on maintenance of Network Terminal Equipment (NTE), and the maintenance and provisioning activities associated with NTE for message trunks and special services circuits.
2. May work on circuit cross-connects on distributing frames for maintenance or provisioning operations, or both.
3. May require work on transmission equipment such as D and N type carriers (Channel Banks), Digital Access Cross-Connect System (DACCS), Digital Data System (DDS), Metallic Facility Terminal (MFT), terminal and signaling equipment, bridges, equalizers and repeaters.
4. May prepare circuit sketches from Work Order Record and Details (WORD).
5. Processes Special Service Orders (SSO's), Trunk Facility Orders (TFO's), and WORD documents.

ENVIRONMENT

1. May work entire shift in a switching control center.
2. Switchrooms are crowded with bays of equipment and narrow aisles.
3. The room temperature may rise above or fall below normal and there is constant noise.
4. Control center environment may require prolonged periods of sitting with continuous ringing of telephones.
5. Spends most of shift moving about, standing and/or climbing ladders.
6. Wears safety glasses.
7. May work under pressure to meet deadlines.
8. May work with live voltages, AC and DC.

SYSTEMS TECHNICIAN (I & R)
(INSTALLATION/REPAIR)
 *CUSTOMER SERVICES ORGANIZATION
 TIME-IN-TITLE 24
 MECHANIZED JOB GROUP
 CODE 01
 JOB DESCRIPTION NO. 46113

*WAGE SCHEDULE

WS12

PHYSICAL CLASSIFICATION

II (medium)

HOURS

Mostly day shifts. Some evening shifts. Available for overtime, emergency callouts, weekends, nights, and holiday work. Shifts chosen by seniority.

TRAINING

Classroom and on-the-job training. Training may include trainee evaluation. May include tower truck and manhole truck familiarization.

REQUIREMENTS

1. Valid California Driver License.
2. Ability to perceive differences in wire and cable colors.
3. General Radiotelephone Operator's license may be required (should be shown on requisition).
4. Previous training or work experience in the electrical or electronic field or in computer maintenance and repair.

SIGNIFICANT
 ADDITIONAL FACTORS
 (Category 1)

Includes individuals who:

- o Require no training other than normal orientation, i.e., experience as a Systems Technician (Installation & Repair) and (Switched Digital Data Systems) - Operations.
- o Have significant additional factors related to the job requested.

SUBSTANTIAL
 ADDITIONAL FACTORS
 (Category 2)

Individuals who have additional factors related to the job requested that will substantially reduce the amount of training required to do the requested job, e.g., experience as:

- o Communications Technician (ESS)
- o Communications Technician (Toll)
- o Systems Technician, (Official Communications Services) ISO

SYSTEMS TECHNICIAN (I & R)
(INSTALLATION, REPAIR)
CUSTOMER SERVICES ORGANIZATION

- o Communications Technician - FMAC, Switched Services
- o Communications Technician - EM (NTEC environment)
- o Testing Technician, Operations

LOCATION

Companywide.

TESTS

Technical Telephone Ability Battery.
Electronic Systems Minicourse (ESM) may or may not be required based on specific functions of the job and candidate's previous work experience/training.
Physical Abilities Test Battery if candidate is to attend PTC 296. (See Testing Information Section.)

TASKS AND DUTIES

Duties may include some, but not all of the following:

1. Install, repair and perform preventive maintenance functions on designed circuits, including electronic station packages for data and voice applications.
2. Works with hand tools and a wide variety of electronic station packages and electronic test equipment.
3. Works with other groups (e.g., line assigners, testers, central office technicians and technical support groups), and interfaces with customers, vendors and other communication companies.
4. Keeps accurate records (e.g., time reporting, repair tickets and installation logs).
5. Receives and interprets WORD/CLR's, cases of trouble from repair dispatcher, complex Special Service orders, circuit diagrams and Bell Services Practices (BSP's).
6. Plans and installs inside wiring and cable runs, and connects color coded wire in the cable to terminals in an equipment mounting.
7. Tests to verify the service was installed properly, and makes notations on the service order to indicate changes and/or completion.

SYSTEMS TECHNICIAN (I & R)
(INSTALLATION/REPAIR)
CUSTOMER SERVICES ORGANIZATION

8. Prepares forms as needed such as trouble tickets, maintenance of service charges, labor charges and completion of order notices.
9. Presurvey jobs and inspect and test wiring and other equipment to locate source of trouble, repair or replace faulty equipment.
10. Drives a company vehicle or walks to customers location.
11. Work as required with E911, telephones, data sets, consoles, cable, inside wire and channel terminating equipment (NCTE).

ENVIRONMENT

1. Works most of the time at customer business locations or Company locations, which requires the ability to interface with business people. Required to go through security clearances when assigned to perform work on Federal Government properties.
2. May spend long periods of time in cramped equipment areas.
3. Usually works alone, seeing supervisor approximately once a day or at a location of difficult or complex jobs.
4. May climb ladders (maximum 28 feet) and poles (stepped and unstepped, maximum 45 feet).
5. May be required to climb 90 foot mobile poles or 250 foot antenna towers.
6. Must wear safety glasses, safety helmet, heeled boots and appropriate safety attire as necessary.
7. Commutes daily from job to job (may involve long distances).
8. Crawls, pulls cable and works in confined spaces.